

Effective immediately, in response to the COVID-19 outbreak, payments for water and sewer bills will only be accepted electronically on our website or by mailing to our Buffalo address only.

**No cash or check payments will be accepted  
at the 1 Lagrange Avenue office in person or by mail.**

**Pay Electronically:** DCWWA is now able to accept your bill payments on-line at our website: [www.dcwwa.org](http://www.dcwwa.org).

**Pay by Mail:** Mail payments to: DCWWA  
Box 8000, Department 232  
Buffalo, NY 14267-0002

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**GREENBUSH ~ JULY 2020**

*Sign up for email notifications at [www.DCWWA.org](http://www.DCWWA.org) on the System Alerts and Advisories page.*

**YOUR BILL, RATE, & FEE SCHEDULE** – Enclosed is your bill for water service provided to your property for the period January 2020 through June 2020. Copies of the adopted 2020 rate/fee schedules have been posted on the Authority's website and are available upon request. The DCWWA does not send out Past Due notices. Any amount that is in arrears is added, with late charges, to your next scheduled bill.

**SYSTEM UPDATES:** Please note that although DCWWA will be tracking your metered water usage through-out 2020 you will continue to be billed a flat rate for the duration of 2020. Going forward in 2021 you will no longer be charged a flat rate fee but will be billed based on actual water usage.

**ANNUAL WATER QUALITY REPORTS (AWQR)** - The Annual Water Quality Reports for 2019 are available on our website: [www.dcwwa.org](http://www.dcwwa.org). A printed copy can be requested by calling 845-486-3601.

**MAINTAIN ACCESS TO METER/REMOTE READ HEADS** - Please keep the remote read head area, or meter pit access lid, if applicable, clear in order to facilitate access for our meter readers for inspection. Wires to remote read heads must be protected by the property owner. A penalty is assessed when a meter/remote read head is damaged by the owner's action or negligence. If we are unable to read the outside remote or meter because access to it is encumbered, you may be subject to an Inaccessible Meter Charge. If there is a discrepancy between the inside meter and the remote read head, it is the meter that takes precedence.

**PETS** – Please be advised that our meter readers will not enter your property if an unleashed animal is in the yard. You will also be subject to an inaccessible meter charge.

**CUSTOMER CORRESPONDENCE** – Please do not send address changes, concerns, or inquiries on your bill payment stub or enclose other correspondence with your payment. Instead, e-mail these issues to Marie Smith at [mgsmith@dutchessny.gov](mailto:mgsmith@dutchessny.gov). Please include your name, daytime phone number, and account **LOOK-UP NUMBER** on all your correspondence.

**RULES AND REGULATIONS** – The customer agrees to be bound by the terms of the DCWWA Water/Sewer Rules and Regulations available on our website [www.DCWWA.org](http://www.DCWWA.org) and upon request.

**CALL BEFORE YOU DIG** – Before doing any form of *mechanized* excavating on your property, call "811" at least 3 business days in advance of the work.

**RESTORATION OF WATER SERVICE** – Water service is turned on or off at the curb or main by the DCWWA. Unauthorized persons are **not** permitted to turn water on/off. Requests to turn water service on or off must be made in writing. Please note that per the rate/fee schedule, the monthly service charge remains in effect even when the water is shut-off.

**PAYMENT** – Payment of your water bill should be by check or money order made payable to "Dutchess County Water and Wastewater Authority" or "DCWWA". Please include the top portion of your bill when making your payment and write your **LOOK-UP NUMBER**, on your check/money order. Mail your payment at least one week prior to the bill due date to ensure on-time delivery. Payments arriving after the due date are considered late and a penalty fee will be charged.

**CLOSINGS** – Please allow *five business days* to arrange for a closing bill when you sell your home or property since an inside water meter reading is required. Only the current homeowner can call to schedule the closing meter reading and close the account. A realtor or future home buyer cannot request this. To request a closing bill, call (845) 486-3601.

**CONTACT INFORMATION:** Main Number: (845) 486-3601, Mon.–Fri. 9–5pm or [dcwwa@dutchessny.gov](mailto:dcwwa@dutchessny.gov). Billing e-mail: [dcwwabilling@dutchessny.gov](mailto:dcwwabilling@dutchessny.gov). System Operation issues call the Main Number Mon.–Fri 9-5pm or e-mail [dcwwa@dutchessny.gov](mailto:dcwwa@dutchessny.gov). Emergencies: Hyde Park Plant at 845-229-2524 or after 4 pm and weekends: 845-431-6677.

#### **IMPORTANT NOTICE: COLLECTION THROUGH TAX BILLS**

The Dutchess County Water and Wastewater Authority is empowered to collect unpaid water bills through the real property tax collection process. All accounts in arrears as of **September 30, 2020** from the DCWWA **Greenbush water service** area will be referred to the County property tax collector for inclusion on the January 2021 Real Property tax bill. This applies to the total amount due as of September 30, 2020, including applicable late charges if the payment is received after the due date. An additional late charge of 7% of the total balance in arrears will be added. The late charge (which equals 1 ¾ % per month for 4 months) is applied because the Authority will not be able to receive these payments from the tax office until late February 2021. Once the referral of unpaid accounts has been made to the tax collector, those charges will appear on the next property tax bill and may only be paid through the property tax collection process. Please keep your account up to date as the Authority cannot accept and process payment for any delinquent water charges past September 30, 2020. If your payment is received after that date, it will be applied to your next bill.